**TITLE: Resident Care Coordinator – St Mary’s**

**LAST REVISED: October 1, 2013**

**REPORTS TO: Administrator**

**METHOD OF PAY: Hourly**

**PURPOSE OF POSITION:**

The primary purpose of the Resident Care Coordinator is to create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the unit and all shifts. To maintain a liaison with the residents, their families, support departments, etc., to adequately plan for the residents’ needs. To maintain and update the residents MAR’s and to keep all Resident Care Assistants/Certified Nurse Assistants/ Certified Medication Aids as well as the Resident Care Supervisor informed on the day-to-day resident care needs. As Resident Care Coordinator, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

**EDUCATION / EXPERIENCE:**

1. Must have High School Diploma or its equivalent.
2. Must have a current Georgia CNA and it must be in good standings.
3. Must be able to obtain a Certified Medication Aid Certificate. It must be in good standings.
4. Must have Assisted Living and/or Long Term Care working experience. This meets the standard set by Magnolia Manor although not a requirement of state and federal regulations.

**PHYSICAL REQUIREMENTS:** (with or without the aid of mechanical devices)

1. Must be able to move intermittently throughout the workday.
2. Must be able to speak and write the English language in an understandable manner.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.
5. Must function independently, and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
6. Must meet the general health requirements set forth by the policies of this facility, which include a medical and physical examination.
7. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at times, hostile people within the facility.
8. Must be able to push, pull, move, and/or lift a minimum of 50 pounds to a minimum height of three feet and be able to push, pull, move, and/or carry such weight a minimum distance of three feet.
9. Must be able to assist in the evacuation of residents during emergency situations.

**EXPECTATIONS:**

 **Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.**

Magnolia Manor, Inc. has embraced the concept of *Servant Leadership* and is committed to its implementation company-wide*.* Servant Leadership is all about building a workplace community that cares about and serves others, a workplace that creates a sense of shared responsibility where all employees feel they are valued and are an integral part of our organization. Employees must be willing to become a part of the “Servant Leadership Team”, dedicated to continuous improvement in developing and demonstrating the servant leadership characteristics:

Patience Showing self-control

Kindness Giving attention, appreciation, and encouragement

Humility Being authentic, not thinking less of yourself, but thinking of yourself less

Respectfulness Treating others as important people

Selflessness Meeting the needs of others

Forgiveness Giving up resentment when wronged

Honesty Being free from deception

Commitment Sticking to your choices

*Administrative Functions:*

1. Coordinate the day-to-day functions in accordance with current rules, regulations, and guidelines that govern the Assisted Living Community.
2. Recommend to the Administrator and/or Vice President the number and level of Resident Care Personnel to be employed.
3. Ensure that all Resident Care Personnel assigned to your department comply with the written policies and procedures established by this facility.
4. Periodically review the department’s policies, procedure manuals, job descriptions, etc... Make recommendations for revisions.
5. Meet with assigned resident care staff, as well as support personnel, in planning the shifts’ services, programs, and activities.
6. Assist with ensuring that the Resident Care Service Procedure Manual is current and reflects the day-to-day resident care procedures performed in the facility.
7. Make written reports/recommendations concerning the activities of your shift as required.
8. Cooperate with other resident services when coordinating resident care to ensure that the resident’s total regiment of care is maintained.
9. Participate in the facility’s surveys (inspections) made by authorized government agencies as may be requested.
10. Interpret the department’s policies and procedures to personnel, residents, families, visitors, and government agencies as required.
11. Complete accident/incident reports as necessary.
12. Perform administrative duties such as completing medical forms, reports, evaluations, studies, charting, etc., as necessary.

*Charting And Documentation:*

1. Complete and file required record keeping forms/charts.
2. Receive and return telephone calls from physicians.
3. Chart resident care notes in an informative and descriptive manner that reflects the care provided to the resident, as well as the resident’s response to the care.
4. Submit accident/incident reports to Administration within twenty-four (24) hours after there occurrence. Follow established procedures.
5. Perform routine charting duties as required and in accordance with established charting and documentation policies and procedures.
6. Develop and maintain resident care plans.
7. Sign and date all entries made in the resident’s medical record.
8. Obtain resident care sheets and check for accuracy before end of shift.
9. Chart all reports of accidents/incidents involving residents and employees. Follow established procedures.

*Medication Administration Assistance Functions:*

1. Coordinate and ensure that Resident Care Assistants are following the established procedures for assisting residents with medications.
2. Ensure that medication and narcotic records are accurate and also that all procedures are followed.
3. Notify the Administrator of all drug and narcotic discrepancies noted on your shift.
4. Review MAR(s) for completeness of information, accuracy in the transcription of the physician’s order, adherence to stop order policies.
5. Deceased drugs and narcotics are forwarded to the Administrator for disposal per policies.
6. In conjunction with the Administrator prepare employee’s performance evaluations, determining section’s staffing requirements, and in making recommendations to the concerned employee dismissals, transfers, etc...

*Personnel Functions:*

1. Notify Administrator on duty when you will be late or absent from work at least two hours, preferably four hours prior to the start of the shift.
2. The Resident Care Coordinator will attend to staffing needs when the assigned personnel fail to report to work for all shifts.
3. Review and evaluate your department’s work force and make re commendations to the Administrator.
4. Assist in developing work assignments and/or assist in completing and performing such assignments.
5. Provide leadership to resident care personnel assigned to your section.
6. Make rounds of your section every two hours to ensure that the resident care personnel are performing their work assignments in accordance with acceptable resident care standards.
7. Meet with all shifts resident care personnel, on a regularly scheduled basis, to assist in identifying and correcting problem areas, and/or to improve services.
8. Ensure that department personnel, residents, and visitors follow the department’s established policies and procedures at all times.
9. Develop and maintain a good working rapport with inter-departmental personnel, as well as other departments within the facility to ensure that resident care services and activities can be adequately maintained to meet the needs of the residents.
10. Communicate to Resident Care Supervisor/Administrator complaints and grievances made or filed by your assigned personnel.
11. Follow facility’s established procedures.
12. Receive/give the resident care reports upon reporting in and ending shift duty hours.
13. Report occupational exposures to blood, body fluids, infectious materials, and hazardous chemical in accordance with the facility’s policies and procedures governing accidents and incidents immediately to Resident Care Coordinator.
14. Adhere to established dress code and ensure that the established dress code is adhered to at all times.
15. Ensure that departmental disciplinary action is administered fairly and without regard to race, color, creed, national origin, age, sex, religion, handicap, or marital status.

*Resident Care Functions:*

1. Assist to establish and update resident care plan.
2. Inform resident care personnel of new admissions, their expected time of arrival, room assignment, etc.
3. Ensure that rooms are ready for new admissions.
4. Greet newly admitted residents upon admission. Escort them to their rooms as necessary.
5. Participate in the orientation of new residents/family members to the facility.
6. Make appointments with physicians as necessary.
7. Requisition and arrange for diagnostic and therapeutic services, as ordered by the physician, and in accordance with our established procedures.
8. Consult with the resident’s physician in providing the resident’s care, treatment, rehabilitation, etc., as necessary.
9. Review the resident’s chart for specific treatments, mediation orders, diets, etc., as necessary.
10. Implement and maintain established resident care objectives and standards.
11. Make periodic checks to ensure that prescribed treatments are being properly administered by resident care and to evaluate the effectiveness of prescribed treatment and document findings.
12. Notify the resident’s attending physician and designated representative when the resident is involved in an accident or incident.
13. Notify the resident’s attending physician and designated representative when there is a change in the resident’s condition and document in Resident Care Notes.
14. Check foods stored in resident’s rooms (refrigerator and dry storage) to assure established guidelines are being followed.
15. Ensure personnel providing resident care are providing such care in accordance with the resident’s care plan and wishes.
16. Ensure that residents who are unable to call for help are checked at least every two hours and as needed.
17. Meet with resident, and/or family members, as necessary. Will address and report problem areas to the Administrator.
18. Assist with admitting, transferring, and discharging residents as necessary.
19. Ensure that discharged transportation for discharged residents as necessary.
20. Follow established procedure for Death of a Resident.
21. Assure that all policies and procedures for assisting with med administration and documentation is adhered to as established.
22. Ensure that direct nursing care be referred to the appropriate agency.

*Staff Development:*

1. Assist with orientation program that orients the new personnel to your section, its policies and procedures, and his/her job position and duties.
2. Attend and participate in In-service programs provided in the facility and as designated off site to meet facility and state regulations.

*Safety And Sanitation:*

1. Monitor your assigned personnel to ensure that they are following established safety regulations in the use of equipment and supplies.
2. Follow the facilities’ established policies and procedures for missing residents.
3. Ensure that your assigned resident care personnel follow established departmental policies and procedures, including dress codes.
4. Ensure that your assigned work areas are maintained in a clean and sanitary manner and that no eating and drinking is done on unit except in designated areas. No eating and drinking in resident care areas.
5. Assure that Standard Precautions are followed at all times.
6. Ensure that an adequate supply of personal protective equipment are on hand are readily available to personnel who perform procedures that involve exposure to blood or body fluids.
7. Participate and ensure that your personnel participate in and conduct all fire safety and disaster preparedness drills in a safe and professional manner.
8. Ensure that resident care personnel follow established procedures in the use and disposal of personal protective equipment.
9. Report missing/illegible labels and MSDS sheet to the Administrator.

*Equipment And Supplies:*

1. Recommend to the Administrator the equipment and supply needs of your unit/shift.
2. Ensure that an adequate stock level of supplies is maintained on your unit/shift at all times to meet the needs of the residents.
3. Participate in the development and implementation of the procedures for the safe operation of all resident care equipment.
4. Ensure that only trained and authorized personnel operate your unit/shift’s equipment.
5. Ensure that all personnel operate resident care service equipment in a safe manner.
6. Monitor resident care procedures to ensure that resident care service supplies are used in an efficient manner to avoid waste.

*Care Plan And Assessment Functions:*

1. Review care plans monthly or PRN with resident and/or family to ensure that appropriate care is being rendered.
2. Inform the Administrator of any changes that need to be care planned that may indicate level of care needs.
3. Ensure that your resident care notes reflect that the care plan is being followed when resident care is provided.
4. Ensure that your assigned Resident Care Assistants (RCA(s)), Certified Nurse Assistants (CNA (s)) and/or Certified Medication Aides (CMA(s)) are aware of the resident care plans. Ensure that the RCA, CNA and/or CMA refer to the resident care sheet prior to assisting with daily care to the resident.

*Resident Rights:*

1. Maintain the confidentiality of all resident care information.
2. Monitor resident care to ensure that all residents are treated fairly, and with kindness, dignity, and respect.
3. Ensure that all resident care is provided in privacy and that resident care personnel knock before entering the resident’s room.
4. Ensure that all resident care service personnel are knowledgeable of the residents’ responsibilities and rights including the right to refuse assistance.
5. Review and address complaints and grievances made by the resident and make a written/oral report to the Administrator indicating what action(s) were taken to resolve the complaint or grievance.
6. Report all allegations of resident abuse and/or misappropriation of resident property to Administrator immediately.
7. Ensure that resident care personnel honor the resident’s refusal of assistance. Ensure that such requests are in accordance with the facility’s policies governing advance directives.

*Working Conditions:*

1. Works in office area(s) as well as throughout the resident care areas
2. Moves intermittently during working hours.
3. Is subject to frequent interruptions.
4. Is involved with residents, personnel, families, visitors, government agencies/personnel, etc. under all conditions and circumstances. Is subject to hostile and emotionally upset residents, family members, personnel, and visitors.
5. Communicates with the medical staff, resident care personnel, and other department supervisors.
6. Works beyond normal working hours, and in other positions temporarily, when necessary.
7. Is subject to callback during emergency conditions (e.g., severe weather, evacuation, post disaster, etc.) under emergency conditions, subject to extended hours beyond regularly scheduled working hours.
8. Is subject to injury from falls, burns from equipment, odors, etc., throughout the workday, as well as to reactions from dust, disinfectants, tobacco smoke, and other contaminants.
9. Is subject to exposure to infectious waste, diseases, conditions, etc., including TB and the HIV/AIDS and Hepatitis B viruses.
10. May be subject to the handling of and exposure to hazardous chemicals.
11. Maintains a liaison with the residents, their families, designated representative, support departments, etc., to adequately plan for the resident’s needs.

*Specific Requirements:*

1. Must be able to read, write, speak, and understand the English language.
2. Must be computer literate in basic Word and Excel.
3. Must possess the ability to make independent decisions when circumstances warrant such action.
4. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel, and the general public.
5. Must be knowledgeable of practices and procedures, as well as laws, regulations, and guidelines that pertain to personal care (assisted living).
6. Must possess the ability to plan, organize, develop, implement, and interpret the programs, goals, objectives, policies and procedures, etc., that are necessary for providing quality care.
7. Must have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult residents.
8. Must be able to relate information concerning a resident’s condition.
9. Must not pose as direct threat to the health and safety of to other individuals in the workplace.

*Other:*

1. You are expected to follow the policies set forth in the employee handbook.
2. Must be without conviction of any criminal offense that would prohibit employment in a nursing facility or exclusion from participation in any Federal health care programs.

**ACKNOWLEDGEMENT**

I have read this job description and fully understand the Requirements set forth therein. I hereby accept the position of **Resident Care Coordinator** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. As Resident Care Coordinator, I understand that I will not be a supervisor and I will not have the authority to assign work to Resident Care Assistants, Certified Nurse Assistants, or Certified Medication Aid direct them in the performance of their duties, and to independently issue oral and written warnings for poor performance or for conduct that I believe violates the facility’s employment and personnel rules. I will be required to notify the administrator immediately on issues relating to personal. I also understand that because of my employment, I may be exposed to the AIDS and Hepatitis B viruses and that the facility will make available to me, free of charge, the Hepatitis B Vaccination.

I further understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by the facility or I and that such termination can be made with or without notice.

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Date Resident Care Coordinator

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Date Administrator